

TIER MID-PROGRAM SURVEY

APRIL 2017

THANKS!

27 investors returned the survey

5 investors were interviewed

2 are being scheduled (Clemson, Baylor)

1 non-investor returned the survey

Total: 34 Investors out of 49 will have participated

IN PARTICULAR, THANKS TO...

Arizona State University * Boston University * Carnegie Mellon University * Case Western Reserve University * Duke University * Harvard University * Indiana University * Lafayette College * Louisiana State University * Northwestern University * The Ohio State University * Old Dominion University * Oregon State University * Purdue University - Main Campus * Rice University * University of Arizona * University of California - Berkeley * University of California - Merced * University of Florida * University of Hawaii - Manoa * University of Illinois - Urbana-Champaign * University of Maryland - Baltimore County * University of Maryland - College Park * University of Miami * University of Michigan - Ann Arbor * University of Missouri - Columbia * University of Nebraska - Lincoln * University of North Carolina - Chapel Hill * University of Notre Dame * University of Virginia * University of Wisconsin - Madison * Washington University - Saint Louis

HAVEN'T HEARD FROM YOU?

California Institution of Technology

Cornell

MIT

New York University

Penn State

Stanford

Tulane

University of Arizona

University of Chicago

University of Iowa

University of Oregon

University of Pittsburgh

University of Utah

University of Washington

Virginia Tech

Yale

RESULTS: SOFTWARE AND DELIVERABLES

Component/ Service in Prod	Prior to 2015	Today
Shibboleth	32	32
InCommon Federation	32	32
Grouper	9	21
COmanage	2	2

TIER Containerized Versions in Production: None

Deliverables/ Components	Number of References
Packaging Questions	12
Registry Requests	16
API Work Very Promising	9
API Questions	2
Provisioning Requests	9
Sustaining Key Software is good	7

UNDERSTANDING/PARTICIPATING IN COMMUNITY DEVELOPMENT PROCESS

Open Development Process	Number of References
Participate in Working Groups	39
No testing but looking to TIER to deliver	18
Benefitted from the Open Process	8
Process Suggestions for Making it Better	11

Communication/ Campus Success	Number of References
Basic Value Proposition	48
COmanage Value Proposition	18
Grouper Value Proposition	11
CIO Success help	4
Communications Overall is good!	43

CAMPUS AND PROGRAM SUCCESS

Topic	Number of References
Need Help with Transition to TIER (Roadmaps, planning, requirements mapping, consulting, adoption assistance)	40
Documentation (Grouper Deployment Doc) that you have is good. Need more.	25
Overall direction creating focal point for IAM in the community	18
CAMPUS Alignment through Collaboration, increased awareness, and discussion	19

PUTTING IT ALL TOGETHER

- TIER Program needs to look forward, but must fit into diverse environments today
 - Packaging Survey and Operations
- Desire for commercial grade services and documentation
 - Documentation for multiple audiences
 - Training
 - Local planning and integration assistance
 - Example implementation case studies
 - Business value documents
 - Technical sales
 - Support models

REMINDER: PRIORITIZED REQUIREMENTS

[Prioritized Requirements](#) PDF

Standard APIs

Inter-Federation/Federation-enabled

Person Registry

One pager for stakeholders (elevator speech)

Provisioning/De-provisioning – multiple roles

Plug-n play with corporate components

Governance – getting input from Investors

User Interface/User Experience

Interoperability among systems of record

And so on ...

TIER DEVELOPMENT PROCESS

Open source

Iterative dev, test, review

Assumes collaboration & tight integration
with campus teams

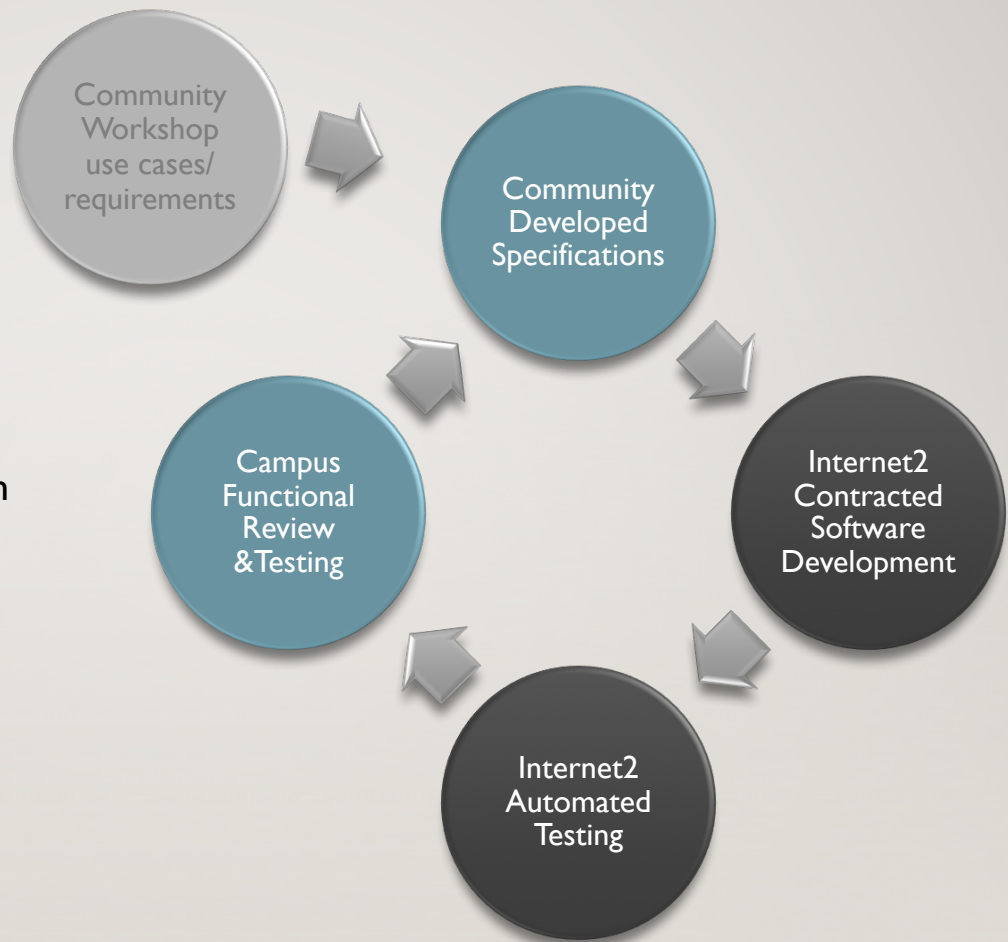
Forward thinking

API and Security Model

DevOps approach

Lightweight entity registry

InCommon-enabled



PUTTING IT ALL TOGETHER

- Community prioritized software alignment, integration, sustainability above all else
- Community funded TIER for startup only
- TIER progressing on stable integrated platform
 - API and Registry Components to be delivered in fall
- Development process at risk due to little functional review/testing
 - **Campus Resources:** Campus teams not seeing what they want/need to evaluate, setting TIER aside
- Survey reflects need for support services/artifacts of a polished product

MISCELLANEOUS COMMENTS

“We’d like to see more similar efforts around creation of usage guides rather than more continuation of technology wrappers for deployment (docker). It feels like we are guinea pigs rather than customers.”

“Vision is good, delivery is slow. Key portions of the core deliverables have no clear implementation plan. TIER appears still under resourced”.

“It would be helpful to have communications targeted at an audience that includes IAM developer and IAM product/service manager focused.”

“Looking forward to simple deployment process, rich documentation to support deployment and adaptation and supportive online community.”

“Working groups are extremely valuable in understanding common approaches to identity management problems in higher education and to identify working practice sand principles that can be incorporated in software.”